

# Information, Advice and Guidance Statement of Services

## Introduction

This statement summarises the nature of the service we offer and is available to all learners and prospective learners. The service is designed to help learners make an informed decision about how to improve job prospects or skills, obtain a qualification or just make the most out of a current job.

**Our aim is to offer a customer focused service, which is convenient for all clients to access and provide up to date, comprehensive and impartial information, advice and guidance.**

## Our Services

We aim to provide learners with comprehensive support through our **Information Advice and Guidance staff**. Our IAG staff will support all learners through their time at 360GSP College and assist as necessary.

### We offer:

- Impartial and objective advice regarding learning opportunities at 360GSP and courses we provide
- Information regarding the qualifications and career progression that our programmes offer
- Support during studies to assist each learner's learning and personal development
- Guidance and support when learners are facing personal difficulties
- Advice and services to enable learners to study effectively if they have a disability or additional requirement
- Referrals to other quality learning providers if our courses are not suitable for learners, or we cannot meet all their needs

- Access to employability support, helping you with CV writing, application forms, interview tips and your personal skills
- Access to advice on progression into work or further learning.

## **What you can expect from us**

### **Our commitment to you**

You can expect services that are:

- Confidential and impartial
- Professional and knowledgeable
- Open and transparent
- Accessible to all eligible users
- Committed to equality and diversity
- Responsive to the present and future needs of the individual

You can also expect:

- We will tailor our services to meet individual needs, fully embedding equality and diversity considerations.
- Our staff will be suitably trained to deliver our services and support diverse needs.
- Your meetings with your Tutor and IAG Adviser will remain confidential.
- We will welcome the opportunity to receive your feedback on the quality of our service to you.
- We will actively strive to improve our services based on your feedback and our own Quality Improvement measures.
- We will be happy to answer your enquiry by telephone or e-mail or to offer you an individual appointment.
- We will be welcoming and friendly.
- We will treat you fairly and equally.
- We will actively promote Equal Opportunities and Diversity.

## What we expect from you

- As much relevant information as you can give us to help us to respond to your enquiry fully
- To contact us promptly if you have any questions or concerns about your studies
- To attend all interviews, which have been arranged with college staff on time
- Let us know if you need to cancel or re-schedule an appointment
- To be honest and open with us, and work towards meeting your agreed aims
- To treat college staff and fellow students with politeness and respect
- To deal patiently with requests to wait for information

## Comment on our services

Tell us what we are doing well, or what we could do differently or better.

Tell us in person, by phone or by sending an email to:

[studentsupport@360gsp.com](mailto:studentsupport@360gsp.com).

Alternatively, you can visit <https://uk.trustpilot.com/review/www.360gsp.com> to give us your review.

## Complaints

Complain promptly and in full if our service fails to give satisfaction. You can send written complaints to Student Support at [studentsupport@360gsp.com](mailto:studentsupport@360gsp.com) or phone us on 0208 672 4151.

Review of statement The Statement of Service will be reviewed annually and more frequently if there is any change to the services provided.

Last reviewed: September 2018